Good™ for Enterprise

iPad
User's Guide

Prevue GE

Version 2.2.0

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1 Getting Started

Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good for Enterprise provides your iPad with a wirelessly synchronized, encrypted connection to your company servers, so you can instantly access up-to-date corporate email, attachments, calendar, and contacts from behind the firewall, when away from your desk.

System Overview

Your iPad works in conjunction with your email server and Good for Enterprise Server software on your corporate network. When you start up Good for Enterprise, your iPad connects wirelessly with your corporate network using the high-speed wireless network service supported by your iPad.

The Good for Enterprise service synchronizes your iPad with your email, calendar, and contacts, just as those mail-system applications synchronize your desktop computer and laptop with your email server. In this way, your mail system and Good for Enterprise present the same information to you. (Public folders and personal folders stored on your PC hard disk or laptop are not synchronized.)

Your *Apple iPad User Guide* describes your iPad before it has been set up for use with Good for Enterprise software. In most cases, the guide remains accurate after the iPad has been set up. However, where your iPad guide describes Email, Calendar, and Contact applications, use this guide instead for your corporate email account.

About Good for Enterprise

Good for Enterprise is wirelessly synchronized with your email server account. The data that gets synchronized includes:

- Email messages

  Both message status and basic folder contents are synchronized. For example:

  - Messages marked read on your iPad are marked read on the email server and in your Inbox.
  - New messages sent to your email server Inbox are also automatically sent to your iPad.
  - Messages you delete from the Inbox on your iPad are also deleted from your mail system's Inbox.

  For more information on email synchronization, see "Tasks/To Do" on page 30.

- Contacts

  All personal contacts in your company email application are added to your iPad and kept synchronized, if your administrator authorizes this feature. Personal contacts are those stored in the Contacts portion or Address Book in your company account (the ones that you see when you tap Contacts in your company email).

- Calendar

  Both calendar events and event requests are synchronized. You can create, change, and delete events, and accept or decline event requests from your iPad.

You do not need a physical connection to your computer to synchronize. Synchronization happens whenever your iPad is on, you are running Good for Enterprise, and you are connected to the Internet.

You can choose to work offline but still continue to read and compose messages; to do so, use your iPad's Airplane Mode. An active wireless network connection is required for synchronization to work when you are running Good for Enterprise.

Localizing the Application

GFE is an internationalized application that supports localization. You can translate user-interface text to your language and format dates to obey rules unique to your region. This is done through the *International Settings* at the device level. GFE currently supports localization in English, French, Italian, German, Spanish, Dutch, Portuguese (Brazilian), and Japanese.

GFE supports right-to-left text formatting for languages such as Hebrew. Note that this is not localization support, but ability to properly display content.

2 iPad Setup

Once your account is activated by your IT administrator, you will receive a welcome message from Good that gets you started setting up Good for Enterprise. You won't need to return your iPad to the administrator for setup or connect it to a computer.

Installing Good for Enterprise for the First Time

To set up your iPad with Good for Enterprise:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your iPad is fully charged and your wireless connection is active. See the documentation that came with your iPad for details.
3. Use the iPad browser to navigate to the URL address provided in the email sent by your IT administrator. Select the download link.
4. An App Store page will open on your iPad.
5. The Free button transforms into an Install button when you tap it. Now tap the Install button.
6. Enter your iTunes password when prompted. Tap OK.

   A loading icon appears on the Home screen.
7. With loading complete, tap the new Good icon.

   Tap Start on the information screen that is displayed.

Tap as necessary to accept license information.

8. Enter your email address and PIN. If your PIN has expired, contact your IT administrator.

   Good for Enterprise installation begins.

9. If your administrator has set iPad configuration policies, complete this step:

   a. When a "Profile Required" dialog appears, tap Install Now.

      You can delay profile installation twice for an hour.

      The Good installer exits and Safari runs.

   b. When an "Install Profile" dialog appears, tap Install, then Install now.

   c. Enter your device code when prompted, and tap OK.

      A Good configuration profile is installed.

   d. Tap Done when prompted.

   e. Press the Home screen, launch Good, tap Start when prompted.

      Good for Enterprise installation continues.

10. With Good for Enterprise installation complete, tap Done.

11. If your administrator has set a policy requiring a password to access Good for Enterprise, you'll be prompted to enter and confirm a password. A message will display any restrictions set by the administrator on the password (minimum length, special characters, etc.).

    Good for Enterprise now automatically synchronizes your iPad with information in your company account. When synchronization is complete, the "Welcome to Good for Enterprise" message you received will appear in your iPad email Inbox, along with the 100 most recent emails in your company Inbox (for Domino/Lotus, emails are limited to those sent in the last 30 days). Your company contacts are added to Good on the iPad. Changes to these contacts are synchronized between iPad and your company account. After setup is complete, you can

optionally have these contacts added to your native contacts, in a Good Mobile Messaging group. Changes to these contacts are synchronized between iPad and your company account.

If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

Synchronization occurs when Good for Enterprise is running. To maximize synchronization, leave Good for Enterprise running when your iPad is idle; then, when you clear the lock screen, an up-to-date Inbox list will be available.

For easier access to Good for Enterprise, you can clear a space in the iPad toolbar and drag the Good icon into that space. To do so, press and hold any application icon on the Home screen until all the icons begin to wiggle. Then drag an icon from the toolbar and drag the Good icon down into the newly created space. Click the Home button to exit from this editing mode.

Good applications support both portrait and landscape modes.

New Features

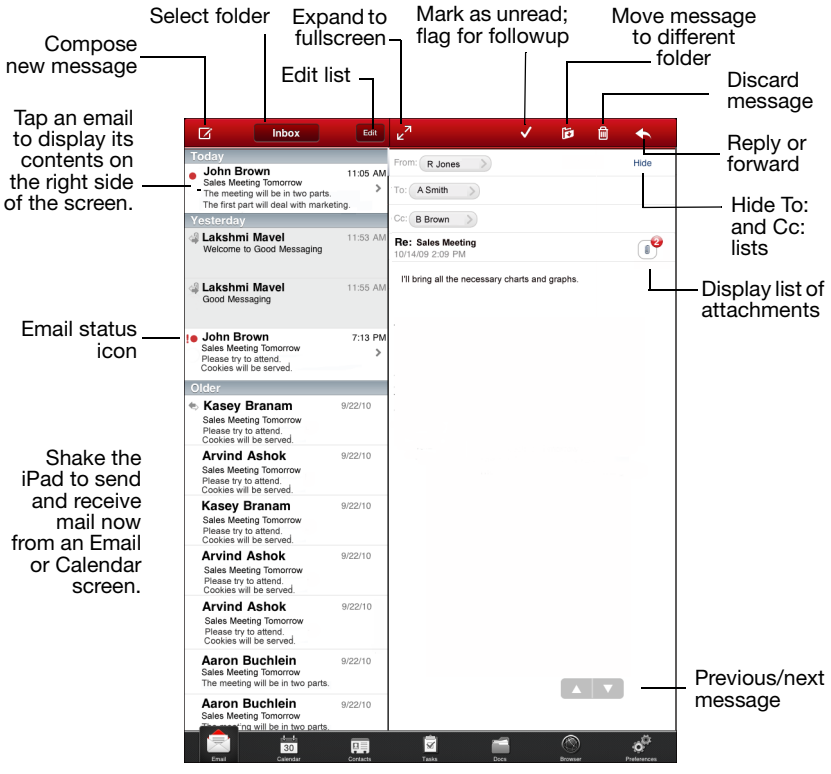
When your device is upgraded to a new version of Good, you can access information about new features by tapping Preferences > General > New Features.

3 Using Good for Enterprise

After your iPad is set up, your company email messages and calendar activity will synchronize with it. You can use your iPad to manage your email and calendar in the same way you would in your company account.

Email

Start up Good for Enterprise to display your Inbox.



Email status

New, unread message	Opened message (no icon)
New, unread message with attachment	Opened message with attachment
New, unread important message	Opened important message
New, unread important message with attachment	Opened important message with attachment
Replied-to message	Forwarded message

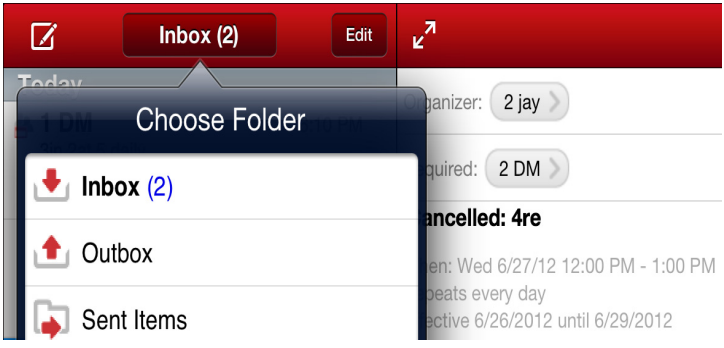
Email status

Replied-to message with attachment	Forwarded message with attachment
Replied-to important message	Forwarded important message
Replied-to important message with attachment	Forwarded important message with attachment
Event request	Signed message
Flagged	Flag complete

Tap a message in the email list to display the contents of the message on the right side of the screen.

Up to 32K of message content is displayed. For longer messages, view the remainder in Outlook.

Your iPad comes with a set of folders (Inbox, Outbox, Sent Items, Drafts, and Deleted Items). You can use these folders and your own email folders to manage email messages. Messages are synchronized between your company account and iPad for these folders, except for Drafts (and your administrator may choose to turn off synchronization for the Sent items folder). You can access the list of folders from the email list by tapping the folder selection button at the top of the email list.

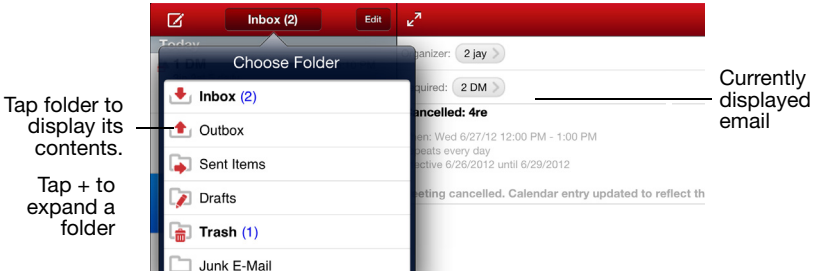


In addition to the folders listed above, your iPad contains email folders you have added to your email server account. (You can create and rearrange folders using your company email, but not your iPad.)

Only email folders that are stored on your email server are included on your iPad. Personal email folders (*.pst) stored on your computer's hard disk are not included. (You can access both types of folders with your company email.)

If you create folders and subfolders in your company account, or subfolders under Drafts, Contacts, Calendars, or Outbox, these folders are also created on your iPad. However, the messages in them are not synchronized.

To enable email synchronization for additional folders, open the folder list from the email list and tap the folder to be synchronized. Tap the Subscribe to Folder... prompt. The folder's latest 100 emails will be added from your company account. You can also subscribe to folders using Email Preferences (refer to "Email Folder Sync" on page 38.)



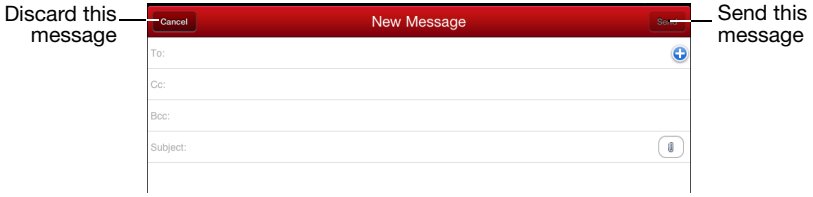
If you leave the folder list and return later, expanded folders will be displayed.

To move a message, tap Edit, select the message, and tap Move at the bottom of the screen. From the folder list that is displayed, tap the destination folder.

To refresh the email list, pull down on it.

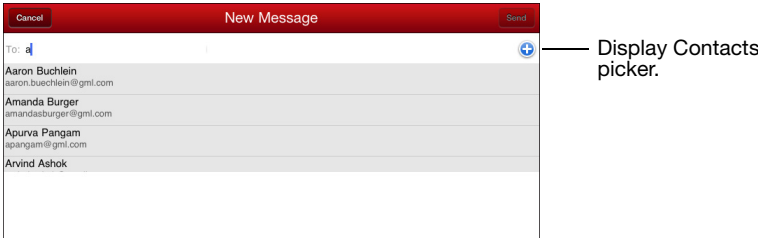
Creating Email Messages

To create an email message, tap in the message list or at the bottom of a particular message. A blank (or draft) message appears.



Tapping an email hyperlink also opens a blank message.

As you enter characters in the To, CC, and BCC fields, a list appears, of your contacts that match the letters you have entered. This includes your personal distribution lists. Contents of the company directory and company history are included below local contacts.



You can enter an email address directly, select a contact from the list, or tap to access the full contacts picker directly. The To: field is limited to 32 recipients. Do not separate recipients by comma or semicolon; use Enter instead.

For more on contacts and the contacts picker, refer to “Contacts” on page 21.

You can specify a classification for your email, such as Private or Public, on the Classification line. Tap the down arrow to display a list. Select the desired classification and tap Done. To set a default for this field, use Default Classification in Preferences. If your administrator has instituted a custom list for your organization, the default option is not available.

Enter a message. If you need to leave the message before you are finished, or want to save a draft while you are composing it, tap Cancel. You'll be asked if you want to save the message. If you save it, you can select it later in your Drafts folder to open it and continue writing it.

Note that your IT administrator may implement a policy that prohibits cut/copy/paste from Good for Enterprise to other applications on the device.

If you return to the iPad home screen while composing the message, when you return to Good, the message draft will be displayed automatically.

For information about including attachments in the message, refer to "Viewing and Working with Attachments" on page 13.

When you have finished composing the email message, tap Send.

Your administrator may institute a policy that displays a warning if you attempt to send email outside your enterprise. You'll be given a list of outside recipients; you can choose which of them to send the message to.

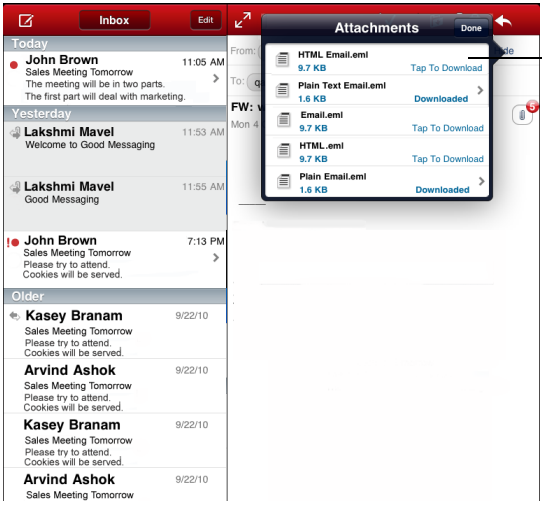
Messages you send are temporarily stored in the Outbox folder on your iPad. When the message is sent, a copy is stored in the Sent Items folder on your iPad and in your company account.

To add a signature to all your messages, tap Preferences, select Email, and tap Signature, and enter your signature text.

Viewing and Working with Attachments

Note: Your administrator may set policies that affect your access to and use of attachments. These policies can be configured to allow or prohibit the downloading and viewing of particular attachments, as well as the opening of attachments in third-party applications and their use in composing, replying to, and forwarding email.

Tap the attachment icon (paper clip) within a message to display a list of the message's attachments.



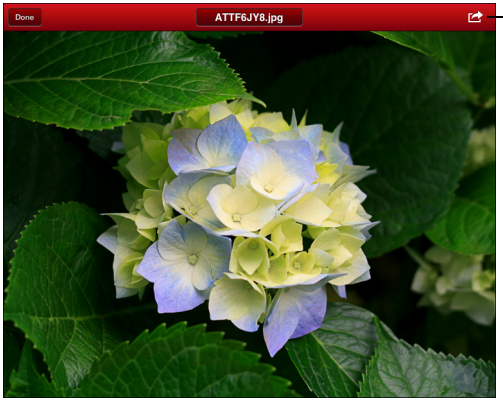
List of attachments in the message. An unlimited number of attachments are allowed.

Tap an attachment to download it and again to display it.

You can tap as many attachments as you want, for simultaneous download.

Long-press a downloaded attachment to save it or open it in an application that you choose.

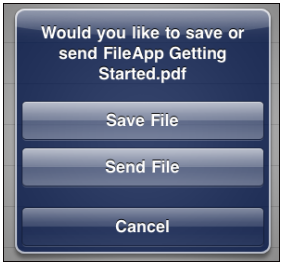
You can view many types of email attachments on your device. When you tap to display one, a built-in Good file viewer is used.



Tap to save the downloaded file in the file repository or to open it in an application of your choice.

To save delivery time, attachments are transferred to your iPhone in separate sections. You can do other work in Good for Enterprise while the attachment(s) are being delivered. Exiting from Good for Enterprise before a download is complete will cancel the operation.

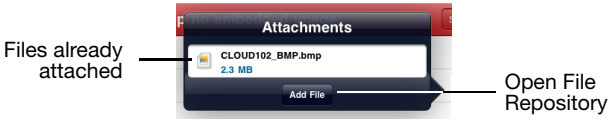
If enabled by your administrator, applicable third-party applications will display a menu option such as “Open In” that allows you to import the file into Good: that is, to save the current file in the secure file repository within the Good application (“File Repository” on page 19), or to attach it to a Good email that you compose. The Good application opens and a menu such as the following is displayed.



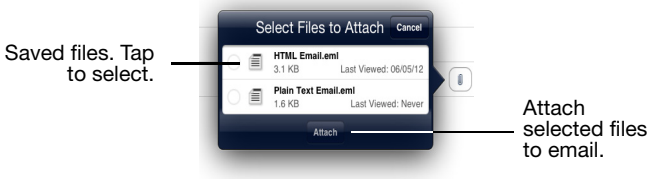
To open a repository file in a third-party application, click the icon.

The Open In feature is also available in the Secure Browser.

When you are adding attachments to an email that you are composing, replying to, or forwarding (by clicking the paper clip in the email draft), you'll have the option of using any of these saved files as attachments, by opening your file repository.



Click Add File to open the repository.



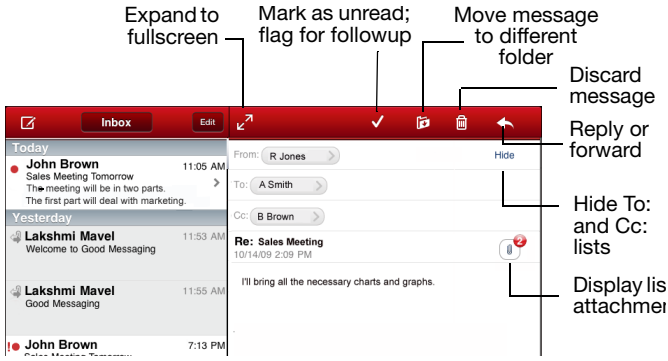
Tap one or more files in the repository to select them. Tap the Attach button in the repository to attach the selected files to the message being composed.

Working with the Camera and Device Photo Gallery

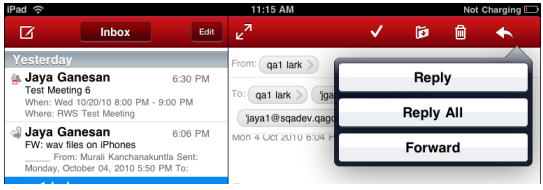
Your administrator may enable use of the device camera and photo gallery when you are adding attachments to a message. If a camera icon is present after you click the paper-clip icon to add an attachment, you'll have the option of taking a picture to attach to the email you are composing, or, if enabled, of adding pictures from your device photo gallery.

Handling messages

You can reply to or forward a message, and move or delete multiple messages. You can mark a message as unread or flag it for followup.



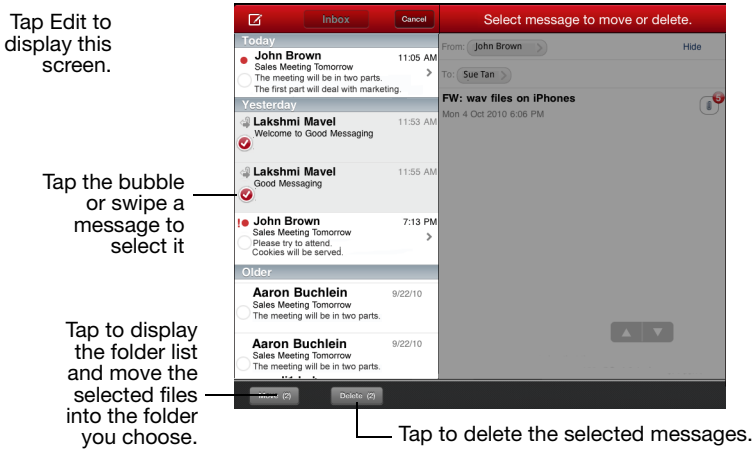
To reply to or forward a message, with the message open tap .



Tap the button for the appropriate action. Enter a forwarding address or compose a reply in the field provided. If an attachment is present, you'll be asked whether it should be forwarded as well. The original email text is automatically included at the bottom of a response. When you reply to a message, you cannot delete or edit the original email text. However, you can copy the text to a new message, then edit it. When you have finished your response, tap Send.

If you forward a message with an attachment, the attachment is included.

To delete an open message, tap . **To delete multiple messages in a list**, tap Edit and the selection bubble next to one or more messages, or swipe each message to be selected, and tap the Delete key at the bottom of the Edit screen.

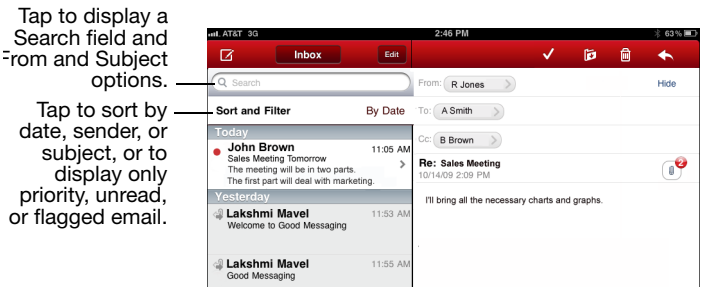


To move a message, open the message and tap the folder icon at the bottom of the screen. Tap the destination folder in the list that is displayed. The message is moved to that folder. **To move multiple messages**, tap Edit in the email list and select the messages to be moved by tapping the bubble next to each or by swiping the message; then tap Move and from the folder list displayed, choose the destination for the selected messages. The messages are moved to that folder.

Sorting, Filtering, and Searching the Email List

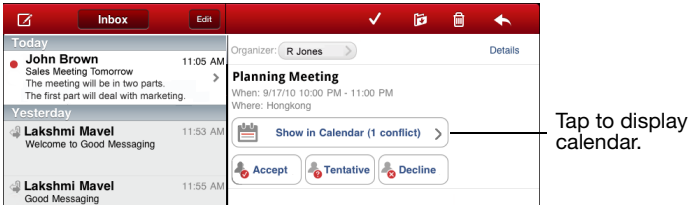
You can sort the email in a folder by date, sender, or subject. You can search the folder for text in the From or Subject fields, or both. You can filter the email so that only priority, unread, or flagged messages are displayed.

Pull down on the email list to display the Search, Filter, and Sort features.

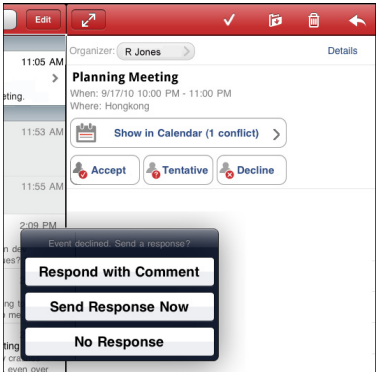


Responding to an Event Request

Event requests sent from other users appear in your Inbox with an icon. You can use your iPad to respond to event requests. From your Inbox, select the message to open the event request. A description of the event appears.



Choose an action: accept, decline, or tentatively accept the request using the on-screen buttons. After you choose an action, you'll be prompted to send a response notifying the organizer of your action, or to add a comment to the response first, or to simply take the action without sending a response.



Choose an option.

Use the response menu to respond to the organizer without taking an action.

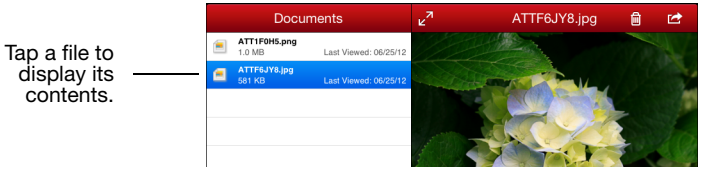
Requests may include attachments, which you can download.

After you send your response, the event request is automatically deleted from your Inbox and moved to the Deleted Items folder. Event requests that you accept are automatically added to your calendar. (See also “Adding New Events” on page 27.)

File Repository

Subject to policy restrictions set up by your administrator, you can save attachments and files from third-party applications in a secure file repository within your Good application.

To view a list of the files in your file repository, click on the Docs icon in the toolbar.

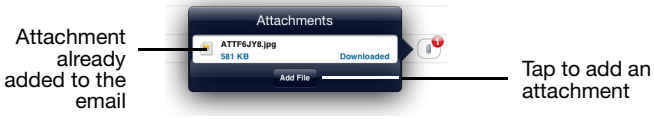


The file repository does not support folders. Zip files cannot be viewed from the repository.

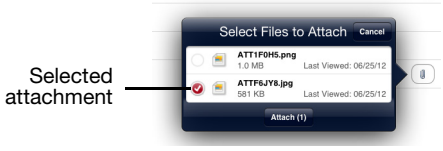
If a camera icon is present in the repository, you administrator has enabled your ability to take a picture and have it automatically added to the repository or to add files from your device photo gallery.

To add a saved attachment in the repository to an email:

1. Tap the paper clip in the email.



2. Tap the "Add File" button at the bottom of the list of attachments already added to the message, if any.
3. Select files to add from the file repository by tapping the applications in the list, and tapping the Attach button.



If your IT administrator has disabled sending attachments, you will not be able to add or remove attachments when forwarding an email.

If your IT administrator has blocked certain file types for receiving, you will not be able to save those files in the secure file repository. If such files have already been saved, you will not be able to view or otherwise use them. The application will show that the files are blocked by IT.

If your IT administrator has blocked certain file types for sending, you will not be able to view or attach those files to send in an email. The application will show that the files are blocked by IT.

The secure file repository within your Good application is not synced with your desktop or backed up. The files will be retained when the application is upgraded. However, these files will be deleted if you re-install the application or if your administrator disables file-repository support.

Note that importing from and exporting to third-party applications on iOS devices requires an iOS version greater than 4.2.

Refer to “Viewing and Working with Attachments” on page 13 for more on repository files.

Contacts

When Good for Enterprise is installed on your iPad and you run it for the first time, your Good for Enterprise contacts are synchronized with your company contacts (Outlook or Lotus, for example), if your IT administrator has enabled this feature for you. Thereafter, each time that you run Good for Enterprise on the iPad, your company contacts and the contacts in Good for Enterprise on your iPad are synchronized. For example, if you change a contact address in your company account, the contact is updated in Good for Enterprise on your iPad too, and vice versa. The same is true if you add or delete a contact.

Email and Calendar will now use the synchronized contacts.

When searching your contacts within Good for Enterprise, company-directory entries (Exchange GAL or Domino Names.nsf, for example) will also be available.

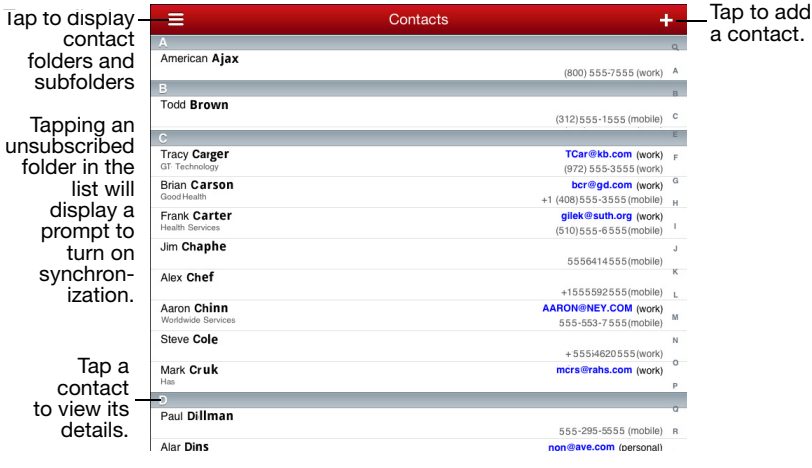
Personal distribution lists are supported. They cannot be created/edited from your handheld, but will be synchronized with those you create on the desktop.

Synchronization of Contacts subfolders is supported for Outlook accounts (“Contact Preferences” on page 39).

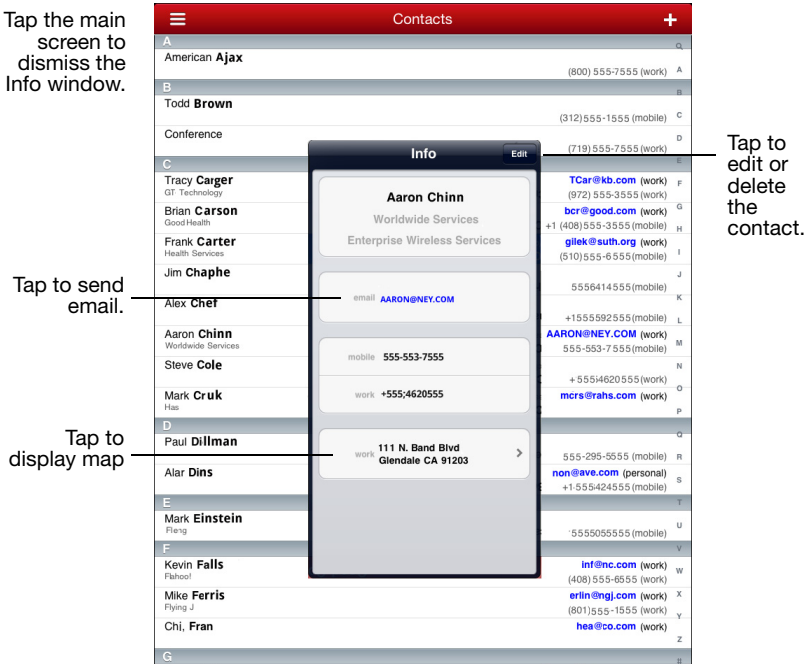
You can also sync Good contacts with your local iPad contacts (“Contact Preferences” on page 39). If you do, the Good contacts will be stored in your iPad contacts application in a “Good for Enterprise” group, and Good for Enterprise will keep that group updated. Note that your iPad contacts must not be syncing with a mail system via any other application, or data may be lost.

Viewing Contacts

To view contacts from within Good for Enterprise, tap Contacts in the Task bar. A list of all of your contacts appears. Contacts are sorted by last name.



Tap a contact to display details about it.

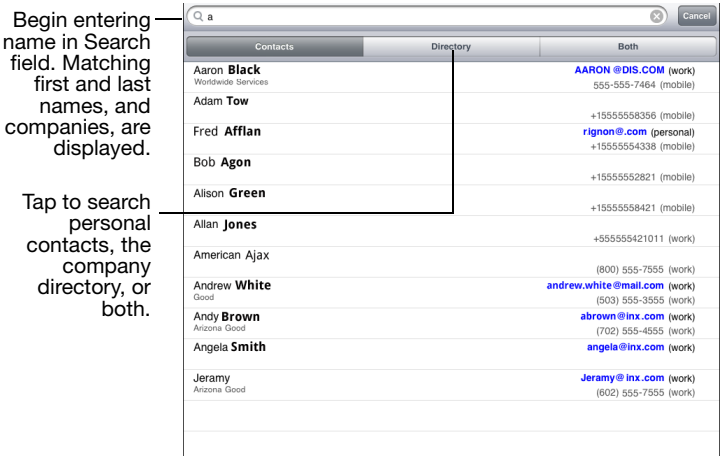


In landscape mode, details for a selected contact are displayed side-by-side with the contacts list.

Finding Contacts

You can find contacts based on the first few characters of a first name or last name. This feature is useful for working with long lists of contacts.

To find a contact, enter the contact name in the Search field. You can choose to search your personal contacts or the company directory, or both.



The contacts that match the characters you enter appear in the list. For example, if you enter ***a*** in the Find field, only contacts whose first or last names, or company names, start with ***a*** appear. Entries in the company directory and company history are included.

Continue to enter characters until you find the appropriate contact.

If the characters you enter do not match any contacts, no names are displayed. To redisplay contacts, backspace to remove characters from the Find field.

Adding, Editing, and Deleting Contacts

You can add, edit, and delete contacts. Any such action performed in Good Contacts on your iPad will also be reflected in your corporate email account.

To add a contact, tap the plus sign at the top of the Contacts list, fill in the fields that are displayed, and tap Done. You can also add or move a contact into the Good for Enterprise group in iPad Contacts and it will be synchronized with your corporate contacts automatically.

There is a 4K (Exchange/Outlook)/2K (Domino Lotus) limit on notes.

To delete a contact, tap the contact in the contact list, then tap edit, and scroll to the bottom of the Edit screen to tap Delete.

To edit a contact, tap the contact in the contact list, tap Edit, and change the displayed fields as desired.

Calendar

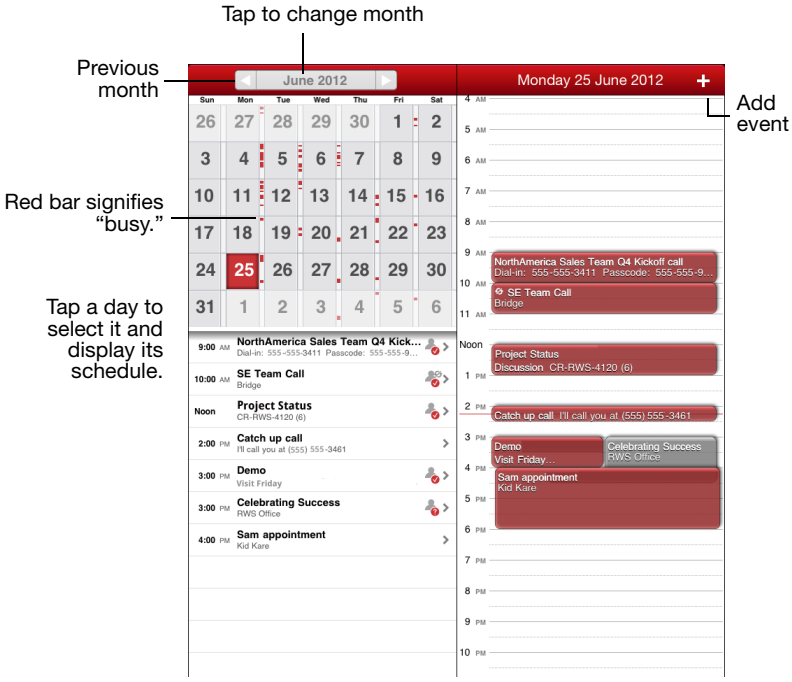
Good for Enterprise's Calendar feature keeps your iPad synchronized with your company Calendar. You can use your iPad to manage your company meetings and appointments. When your iPad is set up, all of your calendar events from the past week and all future events are added to it. With Calendar you can:

- View existing events by day and month
- Add new events or edit existing events
- Create event requests, invite attendees to an event, and set event reminders
- View event requests and download attachments from them

Note: Delegate actions are not supported from the device. When you act as a delegate, use your mail account on your PC.

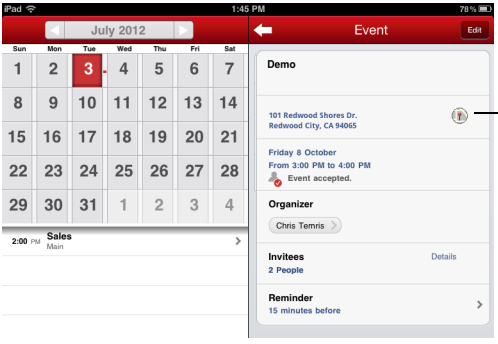
Viewing Events

To view your events, tap the Calendar icon.


Tap to change month
Previous month
Red bar signifies "busy."
Tap a day to select it and display its schedule.
Add event
June 2012
Monday 25 June 2012
Sun Mon Tue Wed Thu Fri Sat
26 27 28 29 30 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31 1 2 3 4 5 6
9:00 AM NorthAmerica Sales Team Q4 Kick... Dial-in: 555-555-3411 Passcode: 555-555-9...
10:00 AM SE Team Call Bridge
Noon Project Status CR-RWS-4120 (6)
2:00 PM Catch up call I'll call you at (555) 555-3461
3:00 PM Demo Visit Friday
3:00 PM Celebrating Success RWS Office
4:00 PM Sam appointment Kid Kare
NorthAmerica Sales Team Q4 Kickoff call Dial-in: 555-555-3411 Passcode: 555-555-9...
SE Team Call Bridge
Project Status Discussion CR-RWS-4120 (6)
Catch up call I'll call you at (555) 555-3461
Demo Visit Friday...
Celebrating Success RWS Office
Sam appointment Kid Kare

The calendar appears with the current month and day selected. A list of the day's events is displayed.

Tap an event to view details about it.

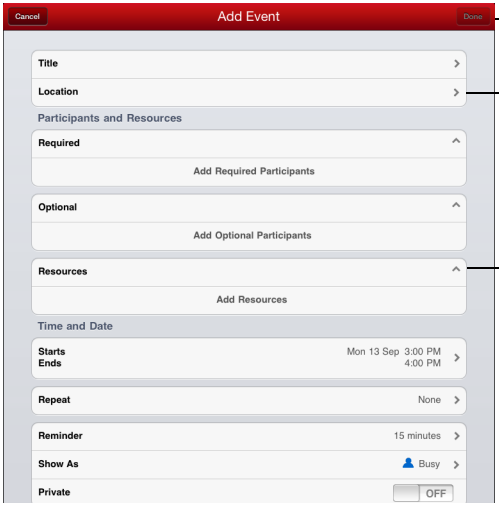


If you tap the Map icon, a map of the meeting location is displayed.

Adding New Events

To add a new event, tap + on the calendar. Use the screen displayed to add an event to your calendar. By default, the screen will display the coming hour as the meeting time.

Scroll down to set the meeting time and date first. When you add participants, Calendar can check their availability.



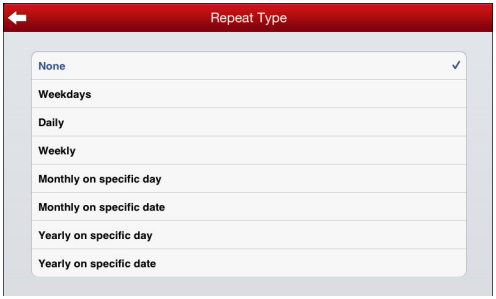
Tap to save.

Tap a right-arrow to edit.

Tap an up-arrow to display current entries. After at least one participant has been added, "Add" changes to "Manage."

Specify a time and date for the meeting. If the meeting is to recur, tap Repeat, and Repeat again to display the Repeat Type screen.

Choose how the meeting is to repeat and tap Repeat. On the Repeat screen that is displayed, enter repetition parameters as necessary.



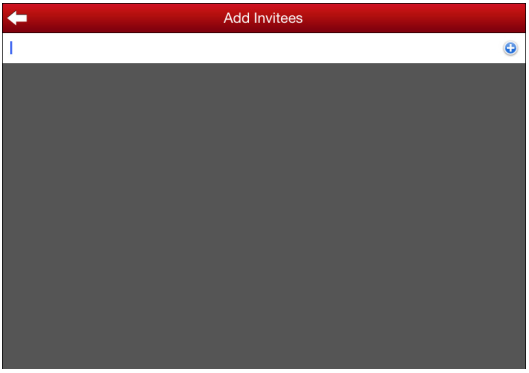
To **invite participants**, tap Add Required Participants or Add Optional Participants.

Tap to return to the Event screen.

1. Type in invitee's address, or

2. Begin entering invitee's address and then choose from matching contacts list that is displayed, or

3. Tap the + button to use Contacts to select attendees.



When you add a participant, Calendar checks the invitee's availability and displays the result (for business hours, 8am - 6PM).

Personal distribution lists are supported.

To remove a name from the invitation list, tap the name and the backspace key.

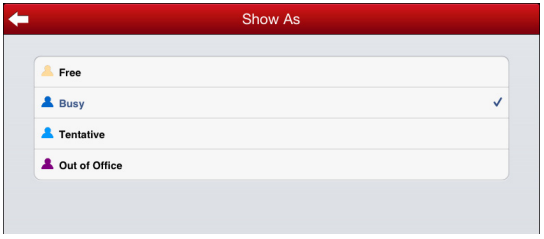
If your desktop runs Outlook/Exchange, when you specify a location for the meeting, Calendar checks the location's availability. If your desktop runs Domino/Lotus Notes, you can enter a location name; it's availability isn't checked; also, you cannot add room information, but room information set on the desktop is displayed on the device.

To set a reminder for yourself, tap Reminder and choose the time before the event at which the reminder should be displayed. Your reminder might arrive a few minutes early, depending upon network traffic.

Tap the Private button, turning it On, to mark the meeting private and prevent others from accessing details about it.

To specify your availability for other meetings during this meeting, tap Show As.

Use this screen to choose your availability for other users scheduling meetings during the same time and date as this meeting.



When you have finished entering your event, tap Done. The event is added to your calendar and invitations are sent.

Event requests and your responses to event requests (for example, acceptances) are stored in the Sent Items folder of your company account and in the Sent Items folder on your iPad, unless your IT administrator has disabled this feature.

Editing Events

To edit an event, tap the event you want to change. You can edit only events that you created. Details of the event are displayed. Tap the Edit button. Scroll to the setting that you want to change.

Tap a setting to display its details and change it.

To delete an event , tap the event, tap Edit, and tap Delete.

For recurring events you created in your company account, you can edit a specific occurrence or the subject, location, notes, or attendees for the series of events. You cannot use the iPad to change the dates, times, or other rules for a series.

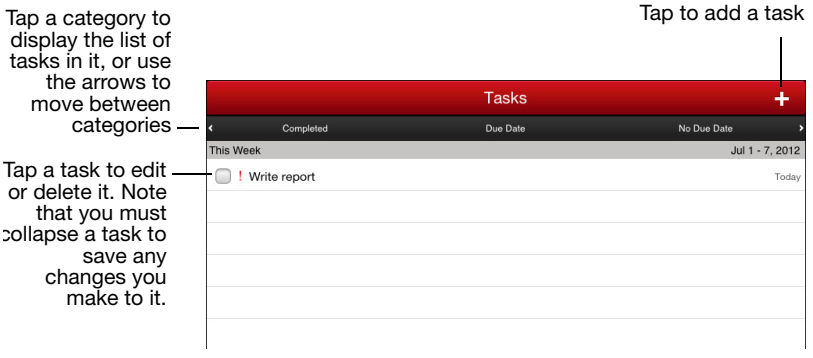
When you have finished changing the event, tap the Done button. The changes are sent to any attendees you invited. Attendees deleted from an event are not notified.

Tasks/To Do

This version of the Good Client supports Tasks and To Do features, synchronized between your company mail account and your device. Tasks or To Do will only be displayed if your organization's Good

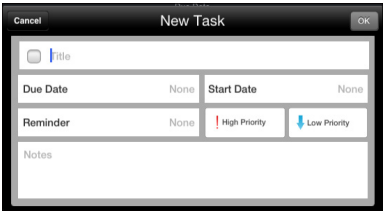
Servers also support them. Recurring tasks and tasks created by flagged emails are not supported in this release.

You can create, edit, assign priority to, and delete task/to do entries. There is a 4K (Exchange/Outlook)/2K (Domino Lotus) limit on notes.


Tap a category to display the list of tasks in it, or use the arrows to move between categories
Tap to add a task
Tasks
Completed
Due Date
No Due Date
This Week
Jul 1 - 7, 2012
Write report
Today
Tap a task to edit or delete it. Note that you must collapse a task to save any changes you make to it.

To add a Task or To Do, tap the plus icon.

Exchange



Domino

Complete the screen as desired and click Done.

If you create a task with a start date but no end date in an Outlook/Exchange environment, the system will fill in the end date automatically as the same day as the start date.

iPad Synchronization

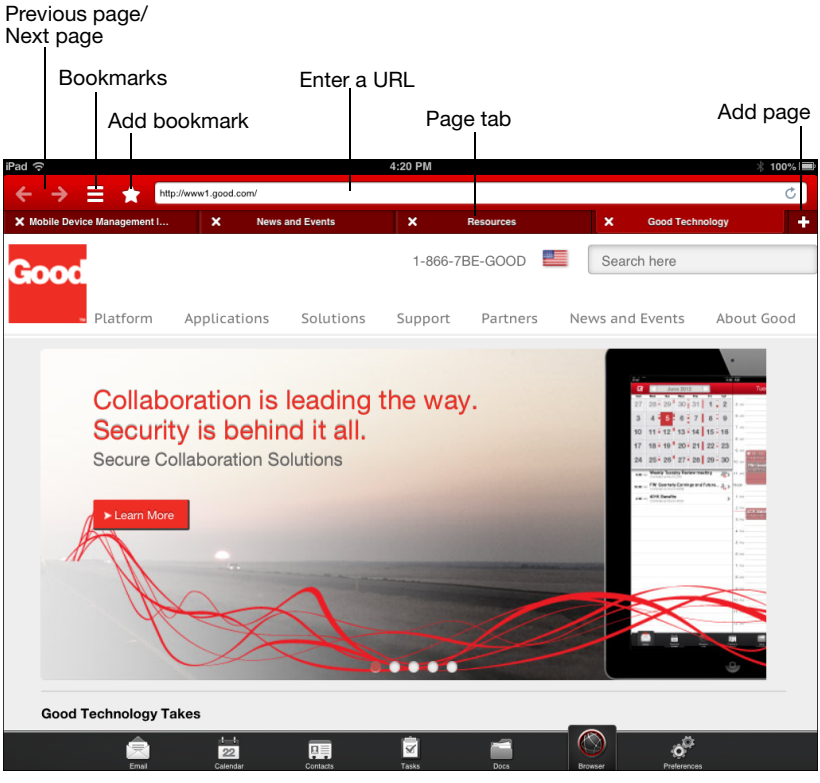
The following are exceptions to synchronization between your company account and the iPad:

- Items in child folders below the Inbox folder and items sent to the Drafts folder.
- Items removed from the iPad via aging to free up space are not deleted from your company account.
- Items in the company account and iPad Sent Items folders are not synchronized unless your IT administrator has explicitly enabled this synchronization.
- Items originally filtered into an unsynchronized email server folder are synchronized if moved or copied to a synchronized folder, subject to the rules in the following item.

For email messages older than three days that have accumulated while your iPad was turned off (when you were on vacation and out of coverage, for example), only headers are sent to the iPad (unless your IT administrator enables delivery of the complete message). Email messages older than a month are not synchronized; neither message nor header is sent.

Good Mobile Access (Secure Browser)

Good Mobile Access (Secure Browser) provides a browser for use with your corporate intranet and enterprise data behind the corporate firewall only. The browser does not provide Internet access. To use the browser, tap its icon in the toolbar.



If Good Mobile Access (Secure Browser) is present on the device, its icon is added to the Good for Enterprise toolbar.

Your administrator determines which page is displayed when you launch the browser, and which URLs you can load using the browser. If you enter the URL of a site outside your enterprise, you'll be prompted to use Safari instead. If you tap the link to such a URL while in Good Email, Safari will be launched automatically.

Secure Browser supports HTML 4.

If File Repository is enabled on your device, Secure Browser will also support Open In and Save As options when you open a file inside it.

The screen should be kept on during secure browsing; if the screen goes to sleep, you may encounter errors.

To view a list of the pages you have visited, tap the Bookmark icon and tap History. You can clear the list, tap the Clear History button. To return to the list of bookmarks, tap the Bookmarks button.

To go to a bookmarked page, tap the Bookmarks icon and tap the desired page from the list that is displayed.

To add a bookmark for the currently displayed page, tap the plus sign and then tap Add Bookmark.

To add a tabbed page, tap the plus sign in the tab row.

To delete a bookmark from the bookmarks list, display the list and tap the Edit button. Then tap the Delete button next to the bookmark to be deleted.

4 Preferences and Maintenance

This chapter describes how to maintain Good for Enterprise on your iPad. Topics described in this chapter include:

- Managing your password
- Arrange icons in the Good toolbar (Nav Bar Order)
- Send/Receive now
- Email signature, default classification, folder sync, Out of Office, HTML
- Contact subfolder sync, sync with device
- Notifications
- Provide feedback
- Applications supplied by your administrator
- Good for Enterprise updates
- Data storage and aging
- Submitting a diagnostic log file

Managing Your Password

The system administrator may require that you enter a password to run Good for Enterprise. The administrator sets policies that govern the format and function of this lock password.

You also have the option of setting such a password yourself, even if administrative polices do not require it.

If the password you enter does not conform to the administrative policies that are set for your handheld, an error message appears and you are prompted to re-enter the password.

If a password is set, you can invoke it immediately from Preferences to lock Good for Enterprise.

Tap to lock Good for Enterprise immediately (that is, display a Lock screen requiring a password to re-enter the application).

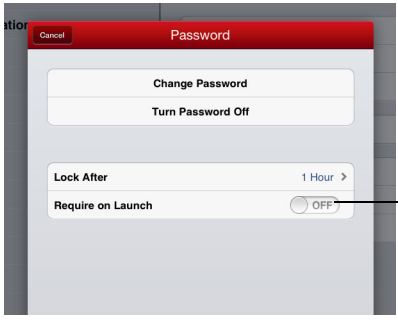
This option is only displayed when a password is set.

Your administrator can set a policy that locks you out of Good for Enterprise permanently if you enter an incorrect password too many times in a row.

If your password includes an expiration date, you are prompted to create a new one on that date.

You can use Password on the Preferences page to turn a password on or off, change it, specify the idle time that will lock the Good for Enterprise screen, and turn the password requirement on or off for the initial launch of Good for Enterprise. Note, however, that taking any such action cannot conflict with the administrator's policy set for your device. For example, you cannot turn the password off if the administrator requires that it remain on, or specify an idle time that is greater than that specified by the administrator.

Your administrator can lock you out after too many incorrect passwords.

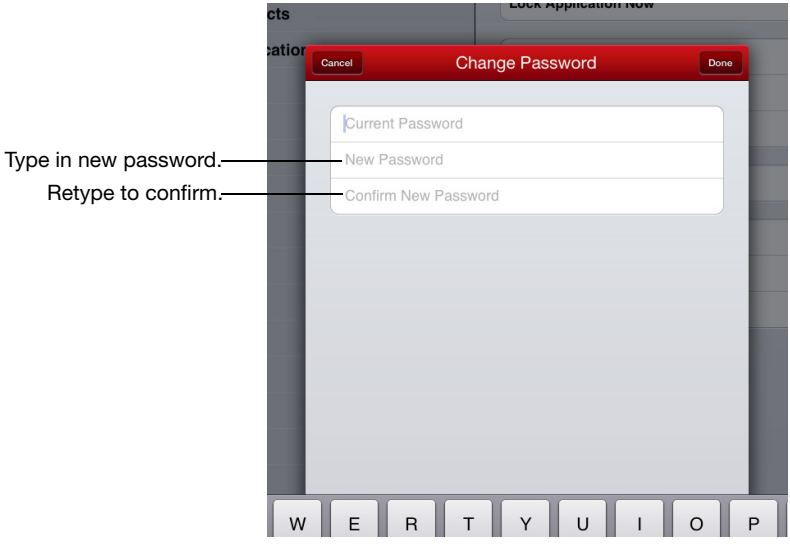


If set to off, no password will be required to return to Good for Enterprise from the "recently used" bar. Starting Good for Enterprise will still require the password.

If your administrator changes a password policy for your handheld, you'll be informed the next time that you are required to enter or change the password, or if you try to change the password yourself. At that time you'll be required to make any changes to your password that may be required by the new policy settings.

Once your password expires, you are prompted to create a new one.

You can change this password in Good for Enterprise by tapping Preferences > Password > Change Password.



Your administrator may also set a policy that erases the Good for Enterprise data on your iPhone and prevents you from running the Good application again if you enter incorrect passwords too many times in a row. You'll need to delete the application and reinstall it from the App Store to recover.

Email Preferences

Email Signature

To add a signature to all your messages, tap Preferences, then Email, and Signature, and enter your signature text. Returning to Preferences automatically saves your new text.

Email Folder Sync

Good does not synchronize your personal folders automatically. To turn on synchronization for a folder, tap Email and Folder Sync on the Preferences screen. A list of all your folders is displayed; tap the folders to be sychronized; a checkmark next to a folder indicates that it will be synchronized.

You can also turn on synchronization for a folder by navigating to it in Email. When you tap an unsynchronized folder to open it, you'll be prompted to turn on synchronization.

Email Out of Office

To enable an automatic out-of-office auto response to incoming email, tap Preferences and Email and Out of Office. Tap the Auto Response field and enter your reponse text. Returning to Out of Office automatically saves your new text. Tap On to turn on the automatic response.

Send/Receive Now

Tap to cause all email in the outbox to be sent and any pending corporate email to be delivered to the iPhone immediately. To cause the same operation on the Email screen, pull down on the email list.

HTML Support

This option is available only if enabled. It is enabled by default.

Turn on HTML on the Preferences Email screen to display HTML-format emails as sent.Turn off the option to cause all emails to be displayed as simple text.

If you turn off HTML support, any HTML emails already downloaded will continue to be displayed in HTML format. Emails only partially downloaded will revert to simple text format.

Default Classification

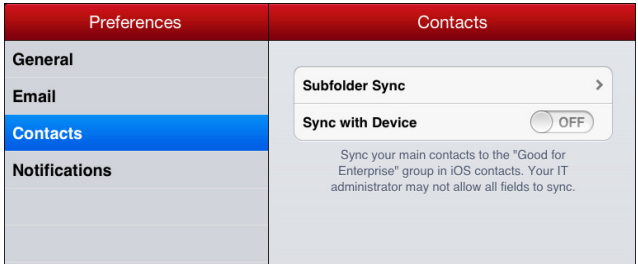
Choose the default classification for email you are composing from the list displayed on the Preferences Default Classification screen. The classification you choose will be entered automatically in the Classification field when you open a composition screen for a new email. This option is not available if your administrator has defined a custom list of classifications for your organization.

Contact Preferences

Once Good for Enterprise is up and running, your Good contacts will synchronize with your corporate contacts (in Outlook or Lotus, for example). You can also sync Good contacts with your iPad device. When doing so, the Good contacts will be stored in the native iPad contacts application in a "Good for Enterprise" group, and Good for Enterprise will keep the group updated. Changes in the group on the device will also be synced back to the desktop. With this syncing enabled, voice dialing, caller ID, SMS, and other such applications can leverage your Good contacts information.

Note: In order to sync your Good For Enterprise contacts with your device contacts, you must disable sync of any other service (for example, iCloud) with your device contacts.

To sync your company account and iPad contacts, select Contacts in Preferences, and tap the Sync with Handheld control.



(Outlook only) You can also have your email account's contacts subfolders synchronized with Good on your device. Tap Subfolder Sync to display a list of contacts subfolders, and select those to be synchronized or unsynchronized. (This option does not display if no subfolders exist.) Note: contacts in subfolders are not synchronized to the native contacts list.

You can also turn on synchronization for a particular subfolder by tapping the drawer icon in Contacts, tapping the subfolder from the displayed list, and tapping the synchronization prompt on the subfolder screen.

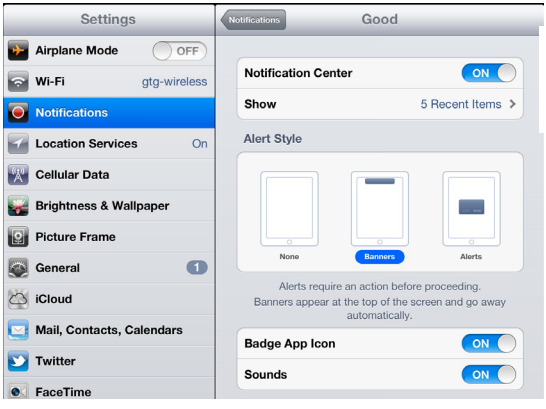
Notification Preferences

Your iPad can notify you of waiting Good for Enterprise email and calendar requests, and remind you of upcoming events, from outside or within Good for Enterprise.

Configure Good notification and reminder settings from outside Good for Enterprise by tapping Settings on the main iPad screen and then Notifications.

(iOS 4 screen is slightly different.)

Configure Good settings



Specify alert style; turn badge and sound notifications on/off. iOS 4 screen allows alert on/off only.

Set notifications as desired using these iPad settings.

Note that Alerts require an action before proceeding. Turning Badges on will display your waiting email on the Good for Enterprise application icon. (Each time that a message arrives in your email application, the badge number increments; reading a message in the

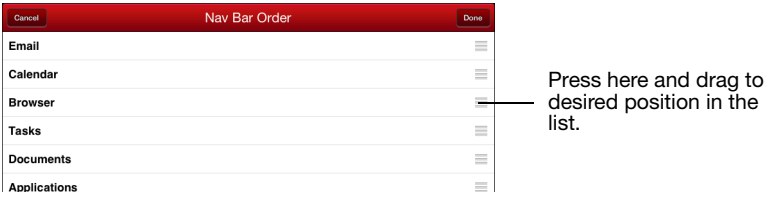
application does not affect the number; entering Good for Enterprise on the iPad resets the number to zero.)

You can also configure notification sound settings within Good for Enterprise (vibration settings are configured using device settings). These sound settings apply to your messages and calendar invitations whenever Good is running.

To configure notifications within Good, tap Preferences and then Sounds for Lotus Notes or New Email and Event Reminders for Exchange. You can choose separate sounds from a list for email and calendar notifications.

Nav Bar Order

To rearrange application icons on the Good toolbar, go to Preferences > General > Nav Bar Order.



Feedback

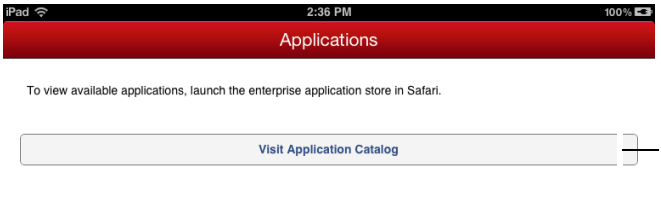
To provide feedback to Good Technology, tap Feedback in Preferences. Select the feedback type, enter your comments, and tap Send.

Installing Applications Using Good

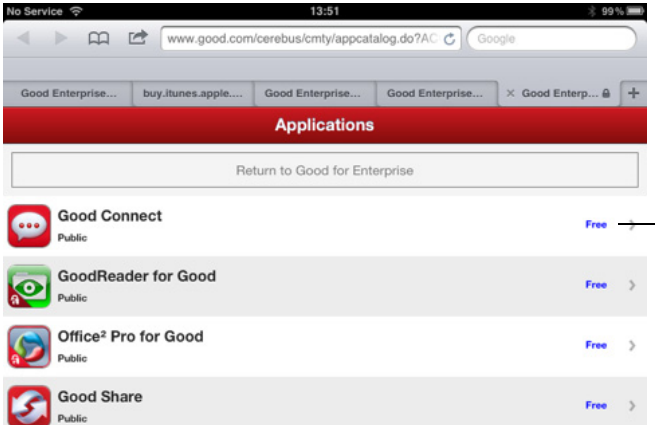
Your administrator can make applications available for you to install over-the-air on your device.These applications are “unmanaged.” That is, they are not controlled by your Good configuration policies. When a new such application becomes available, you’ll be notified.

***Your PIN will expire: Never
Step 5: Follow the prompts to provision Good
Applications
A new application is available.
Close
View
2. Enter your email address and PIN from the setup process.

Tappimg View or tapping the Applications icon in the toolbar opens an Applications page.



Tap to launch Safari and display a list of available applications.



Tap a link to display application information in the App Store and a “Get Application” button

Once in the App Store, select and download applications in the usual way. Once download and installation are complete, an icon for the new application will appear on the Home screen with your other applications.

Good for Enterprise Updates

Each time that you access the App Store, your iPad checks for updates to applications you’ve installed, including Good for Enterprise. A check for updates also occurs automatically on a

weekly basis. If a Good for Enterprise update is available, an Updates screen appears in the App Store. The update is downloaded and installed if you choose to update Good for Enterprise.

Data Storage and Aging

Personal information and email on your iPad is stored indefinitely, with the following exceptions:

- Each Good for Enterprise application is guaranteed a certain amount of memory for data storage. The remainder of memory is available for extra data storage by any of the applications.
- If storage space is needed, older email and calendar events are removed from the iPad but not from your business account.
- Maximum number of stored email messages is determined by available memory on the iPad.
- If there is insufficient space, incoming data for the application stops downloading. If you delete data on the iPad to free up space, the data downloading resumes. No new incoming data is lost. It is held by Good for Enterprise Server and then sent when space becomes available.

If your iPad runs out of space for new contacts and data aging cannot solve the problem, you must delete existing contacts to make room for the new ones. Do this from the iPad, not from your business account. To preserve contacts before deleting them from the iPad, use the Export feature on your desktop or laptop. Note that you export the data from your business account and your desktop or laptop and then delete it from the iPad.

Submitting a Diagnostic Log File

Your IT or helpdesk administrator may ask you to send in a log file from your iPad for troubleshooting purposes. To do so, in the Good application tap the Preferences icon and then tap About. At the

bottom of the About screen, tap the “Send Diagnostic Logs to Good” button. A progress screen will open. Tap OK when the logs have been successfully sent.

iPad User's Guide (Last revised: 04/30/13)
Documentation complies with client software version 2.2.0

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